



## Chertsey and Dorking Nursery Schools and Mole Valley Family Centre

### COMPLAINTS POLICY

#### Introduction

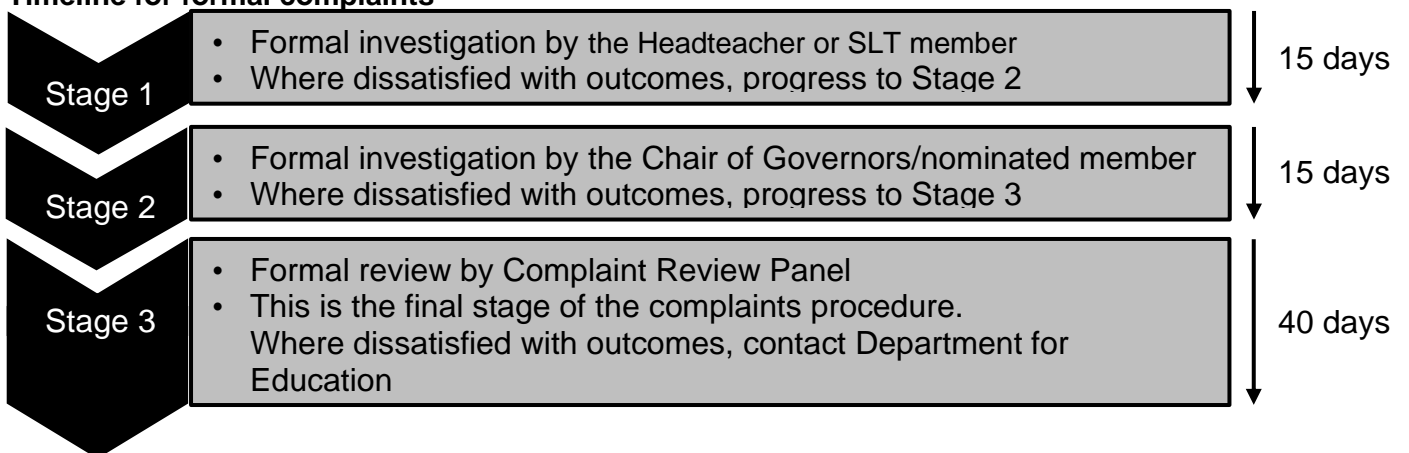
At Chertsey and Dorking Nursery Schools and Mole Valley Family Centre, we endeavour to provide the best for all of its pupils in an open and transparent environment. We welcome any feedback that we receive from parents, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

#### Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff who will be happy to talk to you and seek to establish a solution. If you are not satisfied with this response and believe the issue has not been resolved, please use the formal procedure, summarised below. We operate a three stage formal complaints procedure. **For more details about the formal complaints procedure, please see the Complaints Procedure document available on the school websites and/or on request from the office on either site.**

#### Timeline for formal complaints



All timescales refer to school working days i.e. excluding weekends, school holidays, Inset days etc.

**Approved by the Governing Body:** January 2020

**To be reviewed by:** January 2022

**This policy is relevant to:**

Nursery staff - yes	Centre staff - yes	Parents - yes
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